LISTENING AND RESPONDING [1]

Reviewing messages
Review:
- New voice messages [1]
- Saved voice messages [1] [2]
- New e-mail messages [2]
- Saved e-mail messages [2] [2]
- New fax messages [3]
- Saved fax messages [3] [2]

TIP: *Use playback controls as desired (see reverse).*

Forwarding a message
- At end of message [6]
- To forward message…
  - …Without comment [1]
  - …With comment [2]
- When finished [#]
- Specify address
- When finished [#]
- After entering all addresses [#] [#]
- Send message [#]

Replying to a message
- At end of message
  - Reply to sender [8] [1]
  - Reply to all [8] [2]
  - Reply to sender with original [8] [3]
  - Reply to all with original [8] [4]
- Record reply
- When finished [#] [#]

Replying by calling internal caller
- At end of message [8] [8]

PRINTING A FAX OR E-MAIL [1]

Printing a message after reviewing
At the end of the message, choose:
- To print to default fax number [2] [1]
- To print to alternate fax number [2] [2]
- To print from the fax machine you are using [2] [3]
- To send a fax to another recipient [2] [4]

Printing messages before reviewing
Print:
- All new fax messages [8] [1]
- A list of all messages in inbox [8] [2]
- A list of all new messages in inbox [8] [3]
Choose:
- To print to default fax number [1]
- To print to alternate fax number [2]
- To print from the fax machine you are using [3]
- To send a fax to another recipient [4]

PERSONALIZING YOUR MAILBOX [4]

Recording or changing prompts or greetings [1]
Record prompt or greeting:
- Personal greeting [1]
- Extended Absence greeting [2]
- Optional greeting 1 [3]
- Optional greeting 2 [4]
- Please Hold prompt [5]
- Name prompt [6]
If prompt or greeting is already recorded:
- Accept recording [1]
- Rerecord [2]
- Delete prompt or greeting [3]

Using special features [2]
To set:
- Find Me on or off [2] [1]
- Call Me on or off [3] [1]
- Caller requested Notify Me on or off [4] [1]
- Automatic Notify Me [4] [2]
- Call screening [5]
- Intercom paging [7]
To review active options [9]

Changing call handling [3]
Choose:
- Block all incoming calls [1]
- Prompt when extension not answered [2]
- Prompt when extension busy [3]
Select:
- Optional greeting 1 [1]
- Optional greeting 2 [2]
To review active options [8]
To return to normal call handling [9]

Setting a default fax number [4]
Enter the new telephone number
- Confirm [1]
- Change [2]

Recording or changing announcements [5]
Enter the announcement number
OR
If announcement is already recorded:
- Accept recording [1]
- Rerecord [2]
- Delete announcement [3]

Managing personal distribution lists [6]
- Create list [1]
- Edit list [2]
- Delete list [3]
- Review active lists [4]

Changing your password [9]
- Enter new password, followed by [#]
- Reenter new password, followed by [#]

RECORDING AND SENDING [2]

Creating a new voice message
- Record message
- When finished [#]
- Enter destination address, followed by [#]
- After entering all addresses [#] [#]
- Specify delivery options (see below)
- Send [#]
To cancel recording [*]
To spell name [#]

Delivery options
- Send immediately [#]
- Mark as priority/not priority [2]
- Mark for future delivery [4]
- Mark as private [5]

CALL ANSWERING

When answering Find Me, Call Me, or screened calls:
- To accept a call [#]
- To reject a call [1]
- To replay a Find Me or Call Me message [3]

SHORTCUTS

Bypass welcome greeting [#]
When reviewing messages, skip:
- From New to Saved to Deleted [#] [#]
- To start of message [1] [1]
- To end of message [3] [3]

GENERAL TIPS

Pressed the wrong key?
To cancel or back up, press [*]
Go back to Main menu?
Press [*] repeatedly until you hear "Main menu…"
Exiting your mailbox
Return to the Main menu, and press [*] again, or hang up.
Want to hear the menu again?
While listening to a menu, press [0]

NOTE: *Your system may not support all features. For more information, check with your system administrator.*

NOTE: *This Quick Reference Guide should be printed only on 8½ x 14 inch stock. Printing it on stock of other sizes (such as 8½ x 11) makes the print too small to read.*

AVAYA

Aria® Telephone User Interface for Avaya Modular Messaging

QUICK REFERENCE GUIDE

ABOUT THIS GUIDE

Voice messaging gives you the ability to communicate effectively with one person or many from any touchtone telephone 24 hours a day. The faster you become familiar with Avaya Modular Messaging, the sooner you can put it to work for you.

This quick reference guide provides step-by-step instructions on how to perform important tasks when using the Modular Messaging system through the Aria® telephone user interface (TUI). For additional information, consult the Modular Messaging TUI guide.

Note: Depending on the way your system is set up, some features in this guide may not be available.

ENTERING THE SYSTEM

From your office extension:

➢ Call the system access number.
➢ Enter your password followed by [**#**].

From someone else's office extension or from outside your organization:

➢ Call the system access number.
➢ Do one of the following:
  • If the extension has an associated Modular Messaging mailbox, press [*****] [**#**].
  • If the extension does *not* have an associated Modular Messaging mailbox, press [**#**].
➢ Enter your mailbox number.
➢ Enter your password followed by [**#**].

MAIN MENU

* Changes to next language only if your system supports multiple languages.

[1] REVIEW MESSAGES

VOICE MESSAGES
New messages	[1]
Saved messages	[1] [2]
Deleted messages	[1] [3]

E-MAIL MESSAGES
New messages	[2]
Saved messages	[2] [2]
Deleted messages	[2] [3]

FAX MESSAGES
New messages	[3]
Saved messages	[3] [2]
Deleted messages	[3] [3]

PRINT MESSAGES
Print messages	[8]
Number of messages	[0]

END OF MESSAGE OPTIONS
Print	[2]
Replay	[4]
Envelope information	[5]
List all recipients	[5] [5]
Forward message…	
without comment	[6] [1]
with comment	[6] [2]
Erase	[7]
Reply	[8]
Save	[9]
Skip	[#]

PRINT OPTIONS
Print new fax messages	[1]
Print inbox listing	[2]
Print new message listing	[3]

To forward a message:

(With comment)
➢ Record comment.
➢ When finished, press [**#**].
(With or without comment)
➢ Enter address.
➢ Press [**#**].
  (For more addresses, repeat these two steps.)
➢ When finished, press [**#**] [**#**].
➢ To send, press [**#**].

REPLY OPTIONS
Reply to sender	[1]
Reply to all	[2]
Reply to sender with original	[3]
Reply to all with original	[4]
Reply by calling sender	[8]
List all recipients	[9]

Playback Options
[1] Rewind	**[2]** Pause/ Resume	**[3]** Forward
[4] Slower	**[5]** Envelope	**[6]** Faster
[7] Quieter	**[8]** Reset Vol./ Next Lang.*	**[9]** Louder
[*] Cancel	**[0]** Reset speed	**[#]** Skip

[2] SEND MESSAGES

To record the message:
➢ At prompt, record message.
➢ To replay message, press [1]
➢ To pause message, press [2]
➢ When finished, press [#]

MESSAGE ADDRESSING OPTIONS
• Enter destination mailbox number, and then press [**#**]
• To "spell" name using touchtone keys, first press [**#**]
  Then:
  ➢ "Spell" full or partial name
  ➢ Select name from list
  ➢ To clear entry, press [*****]
• To delete:
  ➢ Last address entered, press [*****]
  ➢ The entire message, press [*****] [*****]
• When finished, press [**#**] [**#**]

SEND OPTIONS
Send immediately	[#]
Mark (toggle) urgent / low priority	[2]
Mark for future delivery	[4]
Mark as private	[5]

FUTURE DELIVERY OPTIONS
Set date & time	[1]
Set delay	[2]

[3] SEARCH FOR SPECIFIC MESSAGES

Locating a message sent by a particular sender:
• If sender is on same system, enter address of sender, then [**#**]
• To search for external callers, press [1] [**#**]
  Then enter telephone number.
• To use Dial-by-Name, press [**#**]
  Then "spell" name and select from list.

[4] PERSONAL CONFIGURATION

PERSONAL CONFIGURATION
Greetings menu	[1]
Special Features menu	[2]
Change call handling	[3]
Default fax destination	[4]
Record announcements	[5]
Manage personal lists	[6]
Change password	[9]

PROMPTS & GREETINGS
Personal greeting	[1]
Extended Absence greeting	[2]
Optional greeting 1	[3]
Optional greeting 2	[4]
Please Hold prompt	[5]
Name prompt	[6]

➢ If already recorded:
  • Accept recording [1]
  • Re-record [2]
  • Delete [3]

SPECIAL FEATURE OPTIONS
Enable/Disable Find Me	[2] [1]
Enable/Disable Call Me	[3] [1]
Notify Me	[4]
Toggle Call-Screening on/off	[5]
Intercom paging	[7]
Review active options	[9]

NOTIFY ME OPTIONS
Enable/Disable caller-requested notification	[1]
Automatic notification options	[2]

AUTOMATIC NOTIFICATION OPTIONS
Disable automatic notification	[1]
Notify for all calls	[2]
Notify for urgent calls only	[3]

CALL HANDLING OPTIONS
Block all incoming calls	[1]
Prompt when ext. not answered	[2]
Prompt when ext. busy	[3]
Review active options	[8]
Return to normal call handling	[9]

INTERCOM PAGING OPTIONS
Turn off paging	[1]
Turn on paging	[2]
Turn on automatic paging	[3]

PERSONAL LIST OPTIONS
Create list	[1]
Edit list	[2]
Delete list	[3]
Browse active lists	[4]

To change a password:
➢ Enter new password
➢ Accept [**#**]
➢ Re-enter new password
➢ Accept [**#**]

[9] RESTART SESSION

[*] EXIT
(General tip: Use this to cancel or back up.)

40504